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## PRESS RELEASE

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### **Interactive Customer Evaluation (ICE) now at all Army Post Offices.**

By Mr. Ralph Cox, Chief Postal Automation Branch

Heidelberg, GE -- All Army Post Offices (APOs) in Germany, Italy and Belgium were recently added to the Interactive Customer Evaluation (ICE) system. ICE is a DoD sponsored, web-based, customer survey tool. It's used as a primary measure of customer satisfaction; rating the products or services provided by DoD offices and facilities worldwide.

The Postal Operations Directorate of 1<sup>ST</sup> Personnel Command mandated ICE availability for all post office patrons in the USAREUR communities. "Our goal is to allow our customers the ability to provide input, suggestions, and comments," said Mr. Bill Hilsher, Director of Postal Operations. "This will help us to improve customer services at all locations and make using your local Army Post Office a positive experience."

Due to the Global War on Terrorism, and the subsequent long deployments of USAREUR troops, the post offices have become much busier. Many more customers are sending care packages and letters to their friends and loved ones in deployed locations.

Customers using a computer with internet access, can go to the ICE web site at: <http://ice.disa.mil>. Once at the ICE website, select Army / Europe and then the community name where the APO is located. At the community page select "Communications" where they will find the APO comment card. If the customer wants to receive a personal response, be sure to leave the appropriate contact information on the comment card.

For more information contact Mr. Bill Hilsher, Postal Operations Directorate, 379-6141.

